

BUILDING DEVELOPMENT COMMISSION

Minutes of April 16, 2019 Meeting

Chair, Aaron Moody, opened the Building Development Commission (BDC) meeting at **3:04** p.m. on Tuesday, April 16th, 2019.

Present: Aaron Moody, Vince Busby, Melanie Coyne, Michael Stephenson, Brandon Brown, Elizabeth Frere, Paul Stefano, Terry Knotts, Glenn Berry, Rodney Kiser, John Taylor, and Zeke Acosta

Absent: Tom Brasse, and Andrew Kennedy

1. MINUTES APPROVED

Terry Knotts made the motion to approve the minutes from the March 19th BDC Meeting, seconded by Brandon Brown. The minutes were approved unanimously.

2. BDC MEMBERS' ISSUES AND INDUSTRY ASSOCIATION ISSUES

No member or association issues.

3. PUBLIC ATTENDEE ISSUES

Joe Padilla invited the Board and the Department to attend the Charlotte Housing Policy Summit being held on April 24th 2019 from 2:00 p.m. to 4:30 p.m. at the UNC Charlotte's Center City Building Uptown. Joe went on to say that the event will address Charlotte's housing policy implications based on the analysis discussed in the State of Housing in Charlotte report.

4. SPECIAL INSPECTIONS 1705.17 & APPLICABLE EXCEPTIONS

Patrick Granson and Jeff Vernon described Special Inspections 1705.17 and applicable exceptions. John Taylor asked if the Department will create rules/guidelines. Patrick said we have written guidelines in an effort provide a process for Architects, Engineers and General Contractors. Jeff Vernon said our next step will be working with DOI on SI. Currently, there is no certification process in place. Mecklenburg County will have to take the lead to make this happen.

5. NEW MANAGERS

Patrick Granson introduced Tejinder Singh (TJ), Code Enforcement's new IT Manager. TJ has been with the Department for 4 weeks now and we have thrown a lot at him throughout our operations.

Patrick introduced Clay Goodman, the new Multi Trade Team Code Enforcement Manager. The Department has been working to get this group in place since January. The creation of this new team has been approved by the County Manager and the BOCC. To form this team, we will be moving inspectors around within the organization.

6. TECH UPDATE

TJ, updated the board on departmental technology, sharing that sign permits (building permit changes) are moving to an automated system. Sprints carried out this month have been massive. Development should be complete during the 21st week, going live on June 3rd. Currently, sign permits are not automated, and we have been working with the towns for two months, gathering information to implement an automated tool that will merge with current systems.

The deployment of Huntersville Land Development will occur after sign permits are automated; around the end of May. Testing will occur through mid-June and deployment will be July 1st.

Holds have two phases. The first phase is the 8 holds that are being eliminated. We are currently working to name the remaining 13 holds to include contact phone numbers. The second phase will be automation of the holds.

Currently with Accela, we are identifying process issues and the hours it will take to go live. More to come on this.

7. WEB OVERHAUL AND FOCUS GROUP

Shannon Clubb discussed the overhaul of our web site. Sharing that more than 200 pages are being scrubbed and updated. Web content will be culled by at least one third. Shannon went on to say that we are organizing the content in a way that is organic for our customers. Readability is fundamental. We will use graphics and designed layout to make the content more digestible. The Department's plan is to go live in July, yet, this is just one step of the journey. URLs will change, so this will initially be an adjustment for customers, but they should feel the benefits after only a brief transition. Shannon asked the Board to send volunteer names to her attention by April 30th.

8. AFFORDABLE HOUSING DISCUSSION (FOCUS GROUP W/ THE BDC)

In 2015-2016 changes were made to the fee schedule regarding affordable housing. Patrick requested volunteers for a focus group of BDC Members. The focus group will meet for a working lunch to discuss where the BDC and Department want to be in building the plan for affordable housing. Volunteers included Terry Knotts, Melanie Coyne, Elizabeth Frere, Brandon Brown, Glenn Berry, Michael Stephenson, Zeke Acosta, Paul Stefano, John Taylor and Aaron Moody. The agenda will be created during the meeting as a building exercise.

9. QUARTERLY REPORTS

Jeff Vernon presented Code Enforcement's first quarter reports as follows:

Customer Service Center & Administrative Support Team

- o Walk-In Volume - LUESA 13,180 / Code 8,425 / CSC 3,002
- o Customers Served (Residential 1,906 / Docs & Insp 963)
- o Phone Volume - CSC 6,315 (101 avg. day), Code 25,358 (409 avg. day)
AST 10,200 (177 avg. day)
- o Phone Interaction Time – CSC 0:02:04 - Code 0:02:23

Commercial Plan Review Report

Part I: 65% of projects pass on 1st rev'w (same as last qtr.) 85% passed on 2nd rev'w (up 6 from 79%)

- o Pass Rates On 1st Review by Trade:
Bldg-80% (up 2%); Elec – 80% (up 1%); Mech – 77% (up 2%); Plbg – 78% (same)

Part II: most common defects: examples

- Bldg: Appendix B, Energy Summary, Means of Egress
- Elec: General, Branch Circuits, Services/Feeders
- Mech: Fresh Air Requirements, Equip. location and installation, Duct system installation
- Plbg: Installation of Plumbing Systems, Sanitary Drainage Piping, Venting system installation

Part III: use of “approved as noted” (AAN) at 31% by all trades on average (same as last quarter)

- biggest users; CFD (75%) and MCFM (58%)
- critical path users; Bldg-31% (was 28%), Elec- 17% (same), Mech-16% (was 12%), Plbg-16% (was 14%),
- So Bldg up 3%, Elec same, Mech up 4%, and Plbg up 2%.

Consistency Team Report

- Building: held 4 meetings this quarter.
 - Bldg-Residential: addressed a total of 13 questions; contractor attendance averaged 17 at each meeting.
 - Bldg-Commercial: addressed a total of 17 questions; industry attendance averaged 14 at each meeting.
- Electrical: held 3 consistency meetings. In total, the meetings addressed 23 topics. Contractor attendance averaged 5.
- Mechanical/Fuel Gas: held 3 consistency meetings addressing 14 topics. Contractor attendance averaged 5 persons.
- Plumbing: held 3 consistency meetings addressing 19 topics. Contractor attendance averaged 3 persons.

Code academy invited participants to two meetings lead by a trainer. During this training session our SI process and how to implement fire stopping was discussed. Attendance was good with 30 outside members attending. Townhouse builders discussed the limitation of three stories or less and wanted clarification on what is considered an attic and what is considered a fourth story. We are appreciative of all the good feedback. Attendees were pleased to discuss what they can and cannot do. This helped all to understand the rules and know that we are all playing by the same rules. BDC discussed how we advertised these meetings. Jeff Vernon shared that word of mouth throughout the professional groups is where most attendees knew of meetings. The Department discussed “Notify Me” and how to sign up for Code information through this service. Patrick Granson noted that Shannon Clubb has been combining various distribution groups within “Notify Me”. Shannon shared with members that three years ago there were approximately 5,500 subscribers; now it is half that number. Shannon told BDC members how to sign up for Notify Me and how to select specific categories of interest in which members want to be notified since not everyone wants all the information we send. Melanie Coyne asked the Department to look into “pop-ups” when in posse regarding code academy notifications. The Department will research this.

10. QUARTERLY BDC BULLETIN EXERCISE

Previous bulletin topics:

October 2016	January 2017	April, 2017	July, 2017
New BDC members November 3 rd Brown Bag Consistency Luncheon NFY16 EOY Numbers Highlighting TIP NC PE Board Extends Criteria on PE Seal Use in BIM-IPD 2018 Building Code Adoption Schedule	Veteran Apprenticeship Program – One Year A/E Feedback Tool FY17 Results RTAC/CTAC Audit High Superior Professional Certification	FY18 Budget Proposal Mega Team Realignment Technology Enhancements Building with our Veterans Year Two	Cust. Satisfaction Survey Governance Progress Code Heroes Open Counter
October, 2017	January, 2018	April, 2018	July, 2018
A/E Inspections Client Feedback Tool Journeyman Program Ends	Ransomware Attack & Operational Systems Outage	After Ransomware Attack Governance	HCDT Update 2018 NCSBC Changes

New Board Members Code Enforcement Annual Report	Emergency Response Software Tool Governance Inspector Client Feedback	Technology Update FY19 Budget Update	Web Permit Focus Group AIA-HCDT – BIM Presentation
October, 2018	January, 2019	April, 2019	July, 2019
2018 NCSBC Effective Change Dates HB-948 Early Observations Focus Group Update HCDT is now the Special Projects Team	New BDC Members HB-948 Code Change Update FY20 Budget Prep	Budget approved no fee change Code heroes New members chair and vice chair Code connections How code is being perceived by industry	

11. MARCH STATISTICS

Permit Revenue

- March permit (only) rev \$2,523,179 compared to February permit (only) rev \$1,972,064 FY19 budget projected monthly permit rev; \$2,277,632
- YTD permit rev = \$22,067,051 is above projected rev (\$20,498,688) by \$1,563,383 or 7.65%

Permits Issued:

	February	March	3 Month Trend
Residential	4251	5098	4551/4251/5098
Commercial	2614	2623	2651/2614/2623
Other (Fire/Zone)	435	277	296/435/7998
Total	7300	7998	7498/7300/7998

- Changes (Feb-Mar); Residential up 19.9%; commercial up .34%; total up 9.11%

Inspection Activity: Inspections Performed

Insp. Req.	Feb	Mar	Insp. Perf.	Feb	Mar
Bldg.	8,185	8,945	Bldg.	8,202	8,951
Elec.	9,109	9,264	Elec.	7,987	7,907
Mech.	4,978	4,868	Mech.	4,542	4,400
Plbg.	4,123	4,512	Plbg.	3,525	3,783
Total	26,395	27,589	Total	24,256	25,041

- Changes (Feb-Mar); requests up 4.5%; inspect performed up 3.23% overall
- Insp performed were 90% of insp. requested

Inspection Activity: Inspections Response Time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar
Bldg	85	88	98	99	99.7	99.7	1.72	1.19
Elec.	85	80	98	98	99.8	99.8	1.17	1.21
Mech.	86	82	98	99	99.8	100	1.16	1.19
Plbg.	92	92	99	99.7	99.8	100	1.08	1.07
Total	86	85	98	99	99.8	99.9	1.32	1.18

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; **March is currently 85%**.

Inspection Pass Rates for March 2019:

OVERALL MONTHLY AV'G @ 84% in February same 84%

Bldg: Feb – 78.29%
Mar – 76.57%

Elec: Feb – 82.47%
Mar – 83.68%

Mech: Feb – 86.88%
Mar – 87.37%

Plbg: Feb – 89.66%
Mar – 90.43%

- Overall average at 84%, above the 75-80% goal range.

OnSchedule CTAC and Booking Lead Times for March 2019

CTAC:

- 96 first reviews, compared to 123 in February
 - Project approval rate (pass/fail) – 70%
 - CTAC was 31.79% of OnSch (*) first review volume
- *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- January, 17: 217 – 1st rev'w projects; on time/early – 89% all trades, 90% on B/E/M/P only
- February, 17: 237 – 1st rev'w projects; on time/early – 91.35% all trades, 92.8% on B/E/M/P only
- March, 17: 279 – 1st rev'w projects; on time/early – 88.7% all trades, 90% on B/E/M/P only
- April, 17: 216 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- May, 17: 303 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June, 17: 277 – 1st rev'w projects; on time/early – 95.8% all trades, 96% on B/E/M/P only
- July, 17: 260 – 1st rev'w projects; on time/early – 95.02% all trades, 97% on B/E/M/P only
- August, 17: 282 – 1st rev'w projects; on time/early – 95% all trades, 96% on B/E/M/P only
- September, 17: 224 – 1st rev'w projects; on time/early – 91% all trades, 96% on B/E/M/P only
- October, 17: 236 – 1st rev'w projects; on time/early – 92% all trades, 95% on B/E/M/P only
- November, 17: 243 – 1st rev'w projects; on time/early – 87% all trades, 95% on B/E/M/P only
- December 17: 182 – 1st rev'w projects; on time/early – 62% all trades, 70% on B/E/M/P only
- January 18: 210 – 1st rev'w projects; on time/early – 68% all trades, 73% on B/E/M/P only
- February 18: 286 – 1st rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- March 18: 271 – 1st rev'w projects; on time/early – 87% all trades, 93% on B/E/M/P only

- April 18: 283 – 1st rev'w projects; on time/early – 90% all trades, 95% on B/E/M/P only
- May 18: 252 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June 18: 262 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- July 18: 219 – 1st rev'w projects; on time/early – 90% all trades, 94% on B/E/M/P only
- August 18: 272 – 1st rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- September 18: 207 – 1st rev'w projects; on time/early – 87% all trades, 90% on B/E/M/P only
- October 18: 212 – 1st rev'w projects; on time/early – 88% all trades, 93% on B/E/M/P only
- November 18: 255 – 1st rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only
- December 18: 181 – 1st rev'w projects; on time/early – 87% all trades, 92% on B/E/M/P only
- January 19: 252 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- February 19: 278 – 1st rev'w projects; on time/early – 93% all trades, 94% on B/E/M/P only
- Mar 19: 254 – 1st rev'w projects; on time/early – 91% all trades, 92% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on March 25, 2019, showed
 - 1-2 hr projects; at 2-18 work days booking lead,
 - 3-4 hr projects; at 2-18 work days lead,
 - 5-8 hr projects; at 2-18 work days lead,
- CTAC plan review turnaround time; BEMP at 5 work days, (all others @ 1 day)
- Express Rev'w booking lead time; 6 work days for small projects, 6 work days for large projects

Fire Marshal's Office

- Inspections Performed (new) – 69
- Plan Reviews Performed - 77
- Recurring Fire Inspections – 377
- Public Education Programs – 6
- Fire / Other Incident Investigations – 15

12. Manager/CA Added Comments

There were no additional Manager or CA comments.

13. Adjournment

The April 16th meeting of the Building Development Commission adjourned at 3:56 p.m. The next meeting of the Building Development Commission is scheduled for Tuesday, May 21, 2019.